

PUBLIC SERVICE COMMISSION
OF WEST VIRGINIA
CHARLESTON

CASE NO. 02-0254-T-C

NORTH COUNTY COMMUNICATIONS CORPORATION,

Complainant,

v.

VERIZON WEST VIRGINIA INC.,

Defendant.

ON BEHALF OF
VERIZON WEST VIRGINIA INC.

DIRECT TESTIMONY OF DIANNE M. MCKERNAN

September 20, 2002

Q. PLEASE STATE YOUR NAME, ADDRESS AND EMPLOYER.

A. My name is Dianne M. McKernan. I am an Account Manager -- Wholesale Markets employed by Verizon Services Corp.

Q. PLEASE BRIEFLY STATE YOUR BACKGROUND AND JOB HISTORY.

A. I have been employed by one or another Verizon company in the former Bell Atlantic for nearly twenty-two years. Prior to working for the Company, I was employed in the banking industry in New York City. I started with New Jersey Bell as a service representative in 1981. In 1984, I was promoted to customer sales representative for whole access services for long distance companies following New Jersey Bell's divestiture from AT&T. I remained as a customer sales representative for wholesale access services until 1997, working at first with provisioning orders for long distance companies, and later, interacting with wholesale customers, specifically, paging and wireless companies. In 1997, I was promoted to Specialist for wholesale markets, training and later supervising a group of service representatives who provided general information and assistance to interexchange carriers. In 1999, I moved to the account management group for IXC's, and in 2000, I began doing account management for competitive local exchange carriers ("CLECs").

Q. WHAT IS YOUR ROLE AS A VERIZON ACCOUNT MANAGER FOR CLECS ?

A. My role as an account manager in Verizon's Wholesale Group is to act as a single point of contact/liaison for a CLEC who is currently interconnected with Verizon

or seeking to interconnect with Verizon within its service territory. My responsibilities include coordinating CLECs' interconnection requests by leading CLECs through the interconnection process and providing answers to generic, non-substantive questions. My responsibilities do not include resolution of any complex, substantive issues or questions, particularly any technical or network issues. When CLECs have such issues or questions, my responsibility is to direct the inquiries to the relevant department within Verizon for resolution. I am not a network engineer or a technical subject matter expert. My job is to be a liaison, not a subject matter expert.

Q. ARE YOU THE WHOLESALE ACCOUNT MANAGER FOR THE COMPLAINANT, NORTH COUNTY COMMUNICATIONS CORPORATION?

A. Yes, I have been acting as Verizon Wholesale Group's account manager for North County Communications Corporation ("NCC") since January 2001.

Q. DOES NCC HAVE AN INTERCONNECTION AGREEMENT WITH VERIZON WV IN WEST VIRGINIA.

A. Yes. NCC adopted the MCI Metro/Bell Atlantic Interconnection Agreement (the "Interconnection Agreement") effective on or about January 19, 2001.

Q. AS NCC'S ACCOUNT MANAGER, DID YOU HELP COORDINATE NCC'S INITIAL REQUEST FOR INTERCONNECTION IN THE CHARLESTON LATA?

A. Yes.

Q. WHAT DID YOU DO?

A. I set up and attended an initial conference call with NCC and Verizon WV representatives to discuss the requirements for NCC's interconnection in West Virginia on January 24, 2001.

Q. WHO ATTENDED THE CALL OTHER THAN YOU?

A. Network operations personnel also attended on behalf of Verizon WV. Mr. Todd Lesser and Mr. David Klein participated on that call on behalf of NCC. At the conclusion of the call, Mr. David Klein was identified as NCC's attorney.

Q. WERE YOU AWARE PRIOR TO THE CALL THAT NCC WAS PLANNING TO HAVE COUNSEL PRESENT DURING THIS INITIAL INTERCONNECTION CONFERENCE CALL.

A. No.

Q. WHAT HAPPENED DURING THE CALL?

A. We explained to NCC's representatives that NCC must provide Verizon WV with a two-year forecast of its interconnection traffic capacity requirements. Furthermore, NCC was given the option of either leasing a dedicated IOF facility from Verizon WV or from another existing wholesale carrier, or collocating at Verizon's central office for delivery of North County's interconnection traffic to Verizon WV. Rather than choosing any of the options above, Mr. Lesser insisted that, for purposes of local interconnection with North County, Verizon WV should use an existing shared end-user loop

multiplexing facility (in his words, an "entrance facility"), that was currently being used to serve Verizon WV retail customers located in the same building complex where NCC was located. Although NCC did not provide us with the necessary forecast information on the call, we informed Mr. Lesser that because of the large traffic requirements associated with carriers' networks, Verizon WV has utilized dedicated interoffice carrier facilities, not shared end-user loop facilities, for the installation of interconnection trunks.

Q. WHEN DID NCC PROVIDE VERIZON WV WITH THE NECESSARY FORECAST DATA FOR ITS TRAFFIC NEEDS?

A. We did not receive NCC's forecast until early March 2001.

Q. DID MR. LESSER LATER DECIDE TO HAVE VERIZON WV BUILD A DEDICATED INTEROFFICE FACILITY OR "ENTRANCE FACILITY"?

A. Yes. In late February or early March of 2001, after further discussions with us, Mr. Lesser chose to have Verizon WV build a dedicated interoffice carrier facility or "entrance facility" for purposes of delivering its interconnection traffic to Verizon WV.

Q. WHEN DID VERIZON WV START WORK ON THE DEDICATED IOF FACILITY OR "ENTRANCE FACILITY"?

A. On March 7, 2001, after receipt of its forecast and other necessary interconnection information from NCC, Verizon WV initiated the work to construct a dedicated interoffice facility to NCC's premises at 405 Capitol Street in Charleston, WV.

Q. INsofar AS YOU WERE PERSONALLY INVOLVED, IS THE DESCRIPTION IN MR. ALBERT'S TESTIMONY OF THE LATER EVENTS THAT OCCURRED BETWEEN NCC AND VERIZON WV CORRECT?

A. Yes.

Q. BASED ON YOUR KNOWLEDGE, WHEN DID VERIZON COMPLETE THE DEDICATED INTEROFFICE CARRIER / "ENTRANCE FACILITY" BETWEEN VERIZON WV AND NCC?

A. My understanding is that construction of this facility was completed on July 31, 2001.

Q. DOES THIS COMPLETE YOUR DIRECT TESTIMONY?

A. Yes.